



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
OFFICE OF THE SURGEON GENERAL  
5109 LEESBURG PIKE  
FALLS CHURCH, VA 22041-3258

DASG-IMD

23 March 2005  
Updated: 27 May 2005

**AHLTA SOP #08**  
**AHLTA Training Metric for Classroom Training**

1. **PURPOSE:** To provide clear definitions, reporting methods, and reporting requirements, to include no-show rates as a performance metric to the OTSG, for all AMEDD MTFs actively engaged in the deployment of AHLTA, ensuring that training completion occurs as scheduled.
2. **REFERENCES:** Memorandum for Commanders, MEDCOM Major Subordinate Commands, Subject: Successful Implementation and Use of AHLTA, 13 Jan 2005 (attached).
3. **SCOPE:** This SOP applies to all members of the AHLTA AMEDD Program Office and all AMEDD sites implementing AHLTA.
4. **GENERAL:** Four performance benchmarks have been established for measuring the successful implementation of AHLTA (See reference). The first of the four is an MTF training no-show rate of less than 5%. Each MTF is accountable for achieving this metric. This metric helps to ensure that all staff requiring training are trained and that the MTF training is completed on schedule. If training is not completed on schedule, resources may not be available to extend training due to the worldwide TRISERVICE deployment of AHLTA. Additionally, any MTF that fails to complete training on time may incur additional cost to the MTF/AMEDD if the failure was preventable.
5. **DEFINITIONS FOR END-USERS (TRAINEES):**
  - A. **Classifications:**
    - 1) **Trained** – The trainee was present for scheduled training and completed the appropriate role-based Instructor-led training (ILT) class.
    - 2) **No-show** – Any end-user assigned to the MTF who does not present him or herself for AHLTA ILT based on a finalized and posted schedule and who fails to cancel his or her class slot with supervisor approval no later than 24 hours prior to class time (Exceptions: See para 5b)
    - 3) **Drop-Ins** – Any AHLTA end user who receives ILT training spontaneously without a pre-scheduled date and time. These may or may not be permanent party members of the MTF.
  - B. **Excused absence** – Any unforeseen absence at no fault to the end-user. This includes but is not limited to: TDYs, quarters/illness, emergency leaves, and unexpected mission-related requirements. Note: Mission-related emergencies will require sign-off by MTF leadership.

C. MTF User Staff - Those individuals identified by the functional site survey who required AHLTA training. This number is the basis for the amount of training assets provided to the MTF and for determining the length of AHLTA training in conjunction with the number of available classrooms.

D. Unexcused absence – Identical to a “no-show.”

6. DEFINITIONS FOR TRAINING METRICS:

A. Daily no-show rate – The number of no-shows divided by the number of MTF User Staff who were scheduled for training on a given day.

B. Weekly no-show rate – The number of MTF staff scheduled for classroom training per week divided by the number of MTF staff who attended classroom training during the week. This is to be reported as:

- 1) Current Weekly Rate – Reported Monday through Friday.
- 2) Cumulative Rates – defined as the sum total rate using data from the first day of training classes to the current date.

C. Percent of MTF User Staff Trained - Present number of MTF User Staff who have completed all their ILT training divided by the number of staff to be trained.

7. REPORTABLE METRICS: A tracking system at the MTF level must be present for monitoring and reporting the following metrics.

A. Daily no-show rate – To be used by MTF Staff

B. Weekly no-show rate to include the actual numbers – To be reported to AMEDD AHLTA Office

C. Cumulative no-show rate to include actual numbers - To be reported to AMEDD AHLTA Office

D. Cumulative Percent MTF Staff Trained with numbers – to be reported to AMEDD AHLTA Office

8. Responsibilities:

A. AMEDD AHLTA Office will:

- 1) Designate a POC to receive weekly reports from MTF
- 2) Maintain and publish the training report summary (see attached) for publication to TSG
- 3) Assist with no-show issues and necessary training schedules changes that are not preventable.

B. MTF implementing AHLTA will:

- 1) Complete weekly and send via email training report summary by close of business Friday
- 2) Insure that local UNISYS trainer are aware of AMEDD metrics
- 3) Insure local command is aware of MTF metrics as they will be reported to TSG
- 4) Provide feedback to AMEDD AHLTA office on issues impacting no-show rates and completion of staff training.

#### 9. TRAINING SCHEDULES:

A. Each MTF is encouraged to publish a Commander's Intent concerning no-shows, maintain a current training schedule by name on the hospital Intranet or other access area, and to make the training contractor (UNISYS) aware of any changes to the training schedule at least 24 hours in advance so that their reporting of "no-shows" will not reflect an inaccurately high rate. The AMEDD Office will report only the numbers provided by the site to the TSG, as the site is accountable for ensuring timely training completion.

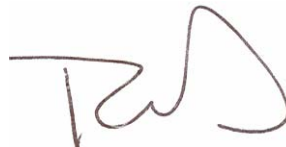
B. Authorized Changes – A final training plan template is provided to the site by the I&T vendor NLT 30 days prior to training activation (T-Date). Any changes to the template made by the MTF must be reviewed and approved by the AMEDD AHLTA Office and the CITPO Deployment Operations Center. Adding additional classes is not authorized. Only the following substitutions will be considered for approval:

- 1) One for one exchange between Provider and Nurse classes
- 2) One for one exchange between Support, Clerk and Records Review classes.

#### 10. REPORTING DROP-INS:

A. End-users who are not part of the MTF Staff Users may attend class if space permits. This may include reservists or others on TDY status. They will not be included in the no-show rate calculation or percent of staff trained but should be reported weekly.

B. End-users who are part of the MTF Staff Users will be considered a scheduled trainee for the sole purpose of calculating training metrics.



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